

ARTICLE 27  
ALTERNATE WORK SCHEDULES (AWS)

Section 1: Purpose and Principles.

The parties recognize the benefits of balancing the public service mission of the Agency with providing greater flexibility for employees and supervisors to accomplish the work of the Agency and, to that end, they agree to abide by Flexitime and Compressed Work Schedules in accordance with the conditions set forth in HHS Instruction 610-4, and further agree to the following principles:

- a. AWS may be implemented on an office by office basis or other appropriate subdivision.
- b. AWS will be implemented only with the approval of the IHSHQE office supervisor.
- c. AWS may not be feasible for all positions in a work unit.
- d. Any approval for AWS to be extended or discontinued will be at a date mutually agreed to between the supervisor and those participating in the AWS affected by the change, but no shorter than every ninety (90) days.

Section 2: Definitions

Basic work requirement means the number of hours, excluding overtime hours, which an EMPLOYEE is required to work or is required to account for by leave or otherwise.

Core time means designated hours each day when EMPLOYEES must be present for work.

Credit hours means any hours within a flexitime schedule which are in excess of EMPLOYEE'S basic work requirement and which the EMPLOYEE elects to work so as to vary the length of a workweek or a workday.

Flexible time bands means those hours each day during which EMPLOYEES may choose their time of arrival at and departure from the work site consistent with the duties and requirements of the position.

Flexitime means a system of work scheduling which splits the workday into two distinct kinds of time, core time and flexible time. Under this system, there are two requirements: (1) an EMPLOYEE must be at work during core time, and (2) an EMPLOYEE must account for the total number of hours he is scheduled to work (i.e. full-time EMPLOYEE must account for at least 8 hours a day and 40 hours a week with a combination of duty hours, annual or sick leave, or credit hours).

Section 3: Flexitime

a. Flexible Time Bands will be as follows:

Arrival: 7:00 a.m. to 9:30 a.m.  
Lunch: 11:30 a.m. to 1:30 p.m.  
Departure: 3:30 p.m. to 6:00 p.m.

However, EMPLOYEES working a compressed work schedule under Section 4 of this Article, may arrive as early as 6:00 a.m. on their scheduled 9 or 10 hour day, as approved in advance.

b. Core Time and Customer Service Hours.

There will be two core time bands in the morning band between 9:30 to 11:30 a.m. and the afternoon band between 1:30 and 3:00 p.m. Customer Service Hours will remain 8:30 a.m. to 5:00 p.m. This means that there must be enough EMPLOYEES present during this entire period to provide adequate telephone and walk-in coverage.

c. Earning and Using Credit Hours.

1. With supervisory approval, an EMPLOYEE may elect to work additional time within the flexitime schedule for the purpose of accruing credit hours in order to shorten a workday or a workweek. An EMPLOYEE requesting to work credit hours must have assigned work available to fill an expanded schedule. For the purpose of earning credit hours, "assigned work" is that which is necessary for the accomplishment of a particular Job task in keeping with agency priorities.
2. An EMPLOYEE may earn no more than 90 minutes of credit time in any day and may accrue and carry over no more than 24 hours in any pay period. Credit hours will be accrued in 15 minute increments.
3. If any EMPLOYEE is directed or obtains advance approval to work outside of the flexitime schedule, this work must be compensated by overtime or compensatory time off in accordance with applicable laws and regulations.
4. EMPLOYEES may not earn or use accumulated credit hours without prior supervisory approval. Each EMPLOYEE desiring to earn or use credit hours must request this approval five work days in advance of the pay period. The request will be on the form attached to this Agreement. The supervisor will review all requests and notify the EMPLOYEE of approval/disapproval no later than the Friday prior to the beginning of the pay period. In extenuating circumstances, late requests to

earn and use credit hours may be approved. EMPLOYEES may not use credit hours before they are earned.

5. A supervisor may deny a request to earn credit hours for work-related reasons. However, the denial must be in writing to the EMPLOYEE. The denial will include the reasons for the supervisor's decision.
6. A supervisor may deny a request to use credit hours for work related reasons. In addition, a supervisor may ask an EMPLOYEE to use credit hours on a different day than they requested if allowing that EMPLOYEE to take credit hours means there would be inadequate coverage for the office on any day. If the EMPLOYEE'S proposed use of accumulated credit hours is denied, the supervisor shall inform the EMPLOYEE of the reason for the denial on the appropriate form.
7. Credit hours can not be earned while on official time for labor management activities.

#### Section 4: Compressed Work Schedules

IHSQOE may utilize a compressed work schedule, consisting of a combination of 8 to 10 hour schedules. Hardship cases may be accommodated in accordance with this Agreement.

- a. EMPLOYEES currently working a traditional Monday through Friday 8:00 a.m. to 4:30 p.m. shift may be allowed to work one of two possible compressed schedules, "5-4-9" or "4-10". EMPLOYEES under 5-4-9 schedule work eight 9-hour days and one 8-hour day each pay period and have one non-workday each pay period. Under this schedule, EMPLOYEES fulfill the basic work requirement of 80 hours in a biweekly period over a span of nine (9) work days-five (5) days one week, four (4) days the next week.
- b. EMPLOYEES under the 4-10 schedule work four ten hour days each week and have one non-workday each week. Under this schedule EMPLOYEES fulfill the basic work requirement of 40 hours in a week over a span of four workdays each week.

#### Section 5: Procedures.

- a. EMPLOYEES may be allowed to utilize either flexitime or 5-4-9 or 4-10 compressed work schedules. EMPLOYEES must request and obtain approval to work either flexitime or compressed work schedules in advance. These requests must be submitted in writing to the supervisor at least one (1) pay period in advance. Election of a different schedule or requests to discontinue compressed work schedules must also be submitted one (1) pay period in advance with justification.

- b. Requests for compressed work schedules must include request for specific workdays and non-workdays.
- c. In order for any compressed work schedule to be approved, there must be adequate number of staff to provide full coverage for core hours and customer service hours. Compressed work schedules will not be approved if doing so will cause disruption of services or would require additional staff. The numbers of staff required to provide full service will vary from office to office. IHSHQE will make final decisions regarding adequate staff coverage.
- d. If voluntary adjustments can not be made, a rotation method shall be used when a conflict occurs between EMPLOYEES' preferred schedules to ensure that there is fair distribution of days off.
- e. IHSHQE will provide a listing of approved schedules to UNION five (5) workdays in advance of each quarter, upon request.

Section 6: Exceptions.

- a. Training and temporary duty. While an EMPLOYEE is in a training or temporary duty status, their work schedule will automatically revert to the hours of training course, e.g. 8:00 am. to 4:30 pm. or 5:00 p.m. The only exception would be an EMPLOYEE going to temporary duty in a unit having an AWS. The EMPLOYEE would then work the schedule of the unit to which assigned. In addition, an EMPLOYEE working flexitime will not be allowed to accumulate or use credit hours while in this status.
- b. EMPLOYEES who are expected to attend regularly scheduled or special staff meetings outside core hours must plan their schedules accordingly. IHSHQE agrees, however, to make reasonable efforts to schedule meetings during core hours and to give as much advance notice of the meetings as possible. EMPLOYEES shall not normally be expected to come in for meetings on their days off. If such an event occurs they shall receive overtime in accordance with applicable rules and regulations.
- c. EMPLOYEES may be required to adjust their normal schedules to participate in joint or team efforts.
- d. IHSHQE will assign duty hours as necessary in the event of any emergency to assure adequate coverage.
- e. To the extent the other provisions of this Agreement do not provide adequate coverage of operations, the following will occur:

1. The supervisor will solicit qualified volunteers to work a schedule which will provide coverage. If there are qualified volunteers, they will work the schedule.
2. If there are insufficient qualified volunteers, the supervisor will maintain a rotating roster from which qualified EMPLOYEES will be selected in order to provide coverage.

Section 7: Record Keeping.

Existing practices regarding the recording of time and attendance will continue unless changed in accordance with Article 8, Section 4, Mid-Term Negotiations.